DOCUMENT RESUME

ED 157 536 IR 006 120

AUTHOR Katz, Ruth M.; And Others
TITLE Serving Senior Patrons: Integrated Media. Final Report.
INSTITUTION Denver Univ., Colo. Research Inst.
SPONS AGENCY Bureau of Libraries and Learning Resources (DHEW/OE), Washington, D.C.
PUB DATE Nov 77
GRANT G007603347
NOTE 43p.; For related document, see IR 006 121

EDRS PRICE MF-$0.83 HC-$2.06 Plus Postage.
DESCRIPTORS *Audiovisual Aids; *Community Information Services; Gerontology; Health Services; *Library Services; *Older Adults; *Professional Continuing Education; *Public Libraries; Senior Citizens; Slides; Tape Recordings; Video Cassette Systems

ABSTRACT

A set of five 3/4" color videocassettes and two slide/sound shows on topics relating to public library services to an aging population was developed. These programs, together with a study guide, are known as the VINTAGE series and were designed for use by library staffs in small and medium-sized public libraries. Five tasks were completed during the project period: needs assessment, scripting and design, production, evaluation and field-testing, and dissemination. The final report includes a bibliography of items found to be useful by the project staff. Project conclusions note the ongoing need for continuing education and staff development software, and for project durations longer than twelve calendar months. Recommendations include investigating the feasibility of developing a software clearinghouse, increasing the use of telecommunications to deliver training, and funding for regional production centers. (Author)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

IR

ED157536

FINAL REPORT

Project No. 475AH60097
Grant No. G007603347

SERVING SENIOR PATRONS: INTEGRATED MEDIA
Library Staff Training Package (VINTAGE Series)

Ruth M. Katz
Linda Elliott
Donald E. Cohen
Sara Moore

Industrial Economics Division
Denver Research Institute
University of Denver
Colorado Seminary
Denver, Colorado 80208

November 1977

The activity which is the subject of this report was supported in whole or in part by the U.S. Office of Education. Department of Health, Education, and Welfare. However, the opinions expressed herein do not necessarily reflect the position or policy of the U.S. Office of Education, and no official endorsement by the U.S. Office of Education should be inferred.

U.S. DEPARTMENT OF
HEALTH, EDUCATION, AND WELFARE

Office of Education

Office of Libraries and Learning Resources

IR006120

TABLE OF CONTENTS

		Page
	ABSTRACT	1
	ACKNOWLEDGEMENTS	2
I.	INTRODUCTION	3
	A. Need To Which The Project Is Addressed	3
	B. Project Objectives	5
	C. Potential Impact	6
	D. Project Overview	7
	E. Applicable Constraints	8
II.	METHODS AND PROCEDURES	10
	A. Content	10
	Survey of the literature	10
	Advisory Committee	11
	Field input	11
	Scripting	11
	B. Production	12
	Cost	12
	Time	13
	Content	14
	Production of individual programs	14
	Staffing and equipment	16
	Study Guide	17
	C. Evaluation	18
	D. Dissemination Activities	20
III.	RESULTS	22
IV.	CONCLUSIONS	23
V.	RECOMMENDATIONS	24

APPENDICES
A--Bibliography
B--Advisory Committee
C--Program Evaluation Form
D--Implications of the Handicapped Act: Services to the Aging

ABSTRACT

A set of five 3/4" color videocassettes and two slide/sound shows on topics relating to public library services to an aging population was developed. These programs, together with a study guide, are known as the VINTAGE series and were designed for use by library staffs in small and medium-sized public libraries. Five tasks were completed during the project period: needs assessment, scripting and design, production, evaluation and field-testing, and dissemination. The final report includes a bibliography of items found to be useful by the project staff. Project conclusions note the ongoing need for continuing education and staff development software, and for project durations longer than 12 calendar months. Recommendations include investigating the feasibility of developing a software clearinghouse, increasing the use of telecommunications to deliver training and funding for regional centers of production excellence.

ACKNOWLEDGEMENTS

Many hours were devoted to this project by librarians, seniors groups and agency staffs who served as actors and voices or who adjusted their schedules and opened their buildings at irregular hours so that production would be of the highest possible quality. Others offered ideas, referred us to knowledgeable colleagues or to pertinent items in the literature, and provided moral support when that was needed. Our Advisory Committee helped to define the overall approach to the project and reviewed completed scripts.

Special thanks are due to the Dramatics Club (and Lynne Bradley, director) of the Park Avenue Senior Center, to Harriet Lute (Englewood Public Library), Charlene Jaramillo and Sheila Wirth (Adams County Library), Joan Bell and Henry Welch (University of Denver Institute of Gerontology), to Doris Ellis (retired librarian and part-time coordinator, Region 10, Rocky Mountain Area Agency on Aging) and to Muriel Woods (Community College of Denver).

I. INTRODUCTION

In recognition of the need expressed by many librarians for continuing education programs relating to services to special groups, the Denver Research Institute undertook the development of a video series which has become known as VINTAGE: Delivering Library Services to an Aging Population. The series was produced under a grant from the U.S. Office of Education, Higher Education Act, Title II-B, Library Research and Demonstration Projects. The project was funded for the period from October 1, 1976 through September 30, 1977 with a no-cost extension granted through November 30, 1977. All project work took place at the Denver Research Institute of the University of Denver.

This report along with five color videotape masters, two slide/sound shows and copies of an accompanying study guide, are the deliverable products from the VINTAGE project.

A. Need To Which The Project Is Addressed

Attention by librarians to the topic of the library and information needs of aging Americans can be traced back to the early 1940's;[1] there was a flurry of interest and activity in the late 1950's, notably the formation of a committee on library service to an aging population by the American Library Association's Adult Services Division in 1957. Despite the early recognition of the aged as a service group, Elliot Kanner in his 1972 doctoral thesis

---

[1] Muriel D. Javelin, "How Library Service to the Aging Has Developed," Library Trends, Vol. 21, No. 3, January 1973, pp. 367-89.

"The Impact of Gerontological Concepts on Principles of Librarianship,"[2] suggests that the public librarian's view of aging and attitudes toward the aged correspond to those of the public at large, that public libraries still tend to ignore older citizens in their allocation of resources and are inclined to deny that the aged have special needs which require special facilities and programming. Some of the decline in concern is attributed to the shift in national emphasis, after 1961, to services to the urban disadvantaged and ethnic minorities.

Recently, the National Commission of Libraries and Information Science published some papers that update our knowledge of library and information service needs of aging Americans and of the geographically remote. Casey[3] cites the 1970 Census, the 1970 White House Conference on Aging, and a National Survey of Library Services to the Aging, completed by Booz, Allen and Hamilton, Inc. in November 1972 as sources of comprehensive data. About 80 percent of the libraries responding to the National Survey offered some special services to the aging, but the total number of aging reached by all these services was only 204,541, or less than 2 percent of the aging in the reporting libraries' service areas. Insufficient funds were cited by the libraries as their chief constraint in serving the aging. Other constraints were difficulty of access to the library caused by architectural barriers

---

[2]Elliot E. Kanner, "The Impact of Gerontological Concepts on Principles of Librarianship," unpublished Ph.D. Dissertation, University of Wisconsin, 1972.

[3]Genevieve M. Casey, "Library and Information Needs of Aging Americans," Proceedings of a Conference on the Needs of Occupational Ethnic and Other Groups in the United States (Washington, D.C.: U.S. Government Printing Office, 1974), pp. 162-70.

and transportation problems, inadequate coordination between all community agencies serving the aging, lack of staff, and difficulty in identifying the aging.

Casey suggested several ways in which public libraries might move from minimal service to the aging to a more responsible and effective service program. These include:

- Library schools, state libraries, public library systems, and library associations should give greater emphasis to teaching the insights, attitudes, and skills needed for service to the aging, both at the preservice and continuing education levels.
- Public libraries and state libraries should work more closely with other community agencies serving the aging, learning from them and placing library resources at their disposal.
- Public and state libraries should designate staff responsible for coordinating service to the aged.

The VINTAGE project was thus based on the belief that audiovisual programs and supporting materials could be used to document existing library programs for the aging, and to dramatize the ways in which small and medium-sized public libraries can serve this group.

B. Project Objectives

The two project objectives were:

(1) to develop an integrated-media training package on library programs and services that can be implemented to better serve older patrons; and

(2) to evaluate the usefulness of a series of programs clustered around one general topical area in training for and as a basis for discussion by library staffs in small and medium-sized public libraries.

C. Potential Impact

Although the target audiences to which the VINTAGE programs are directed are staffs at small and medium-sized public libraries (i.e., those serving communities up to 50,000 population), the potential usefulness of the programs is much broader. Even though the project has only recently been completed, the VINTAGE programs are being reviewed at universities having special programs in gerontology, at large public libraries which have CETA employees to train, etc. Some nursing home staffs have also seen the programs--apparently it is unusual for some of these people to have the opportunity to view and discuss audiovisual materials, especially with a local librarian to act as discussion leader.

The enthusiastic responses of older people who have viewed the programs and of university-based teaching faculty in social service fields suggest that the topics selected, the packaged programs, the use of media combine to create an impact that may be greater than originally estimated. As with any new print or media resource, some time must pass before full impact and range of use can be determined.

A special impact of VINTAGE at the University of Denver is worthy of note. The University has been moving (since 1975) toward the development of an Institute of Gerontology. The VINTAGE project director has been deeply involved in this process and now serves as co-chair of the Research Committee for the newly opened Institute. This relationship between a library project and an ongoing service commitment of the University has strengthened university-community cooperation and led to new opportunities for aging-related research.

D. Project Overview

The project began with two assumptions: that librarians are already interested in services to special groups and that there are certain basic concepts of aging that should be understood by anyone whose client group includes older people.

The primary target audience for VINTAGE was determined to be library staffs working in small and medium-sized public libraries because in these communities, staffs would most likely be able to implement new ideas with a minimum of delay and bureaucratic red tape. It was also thought that cooperation among service delivery organizations would already exist or could be more easily developed. Program and service suggestions made in the VINTAGE programs concentrate on inexpensive and moderately expensive ideas, not on those requiring either large-scale funding or increased organizational complexity. It was anticipated that degreed and non-degreed librarians would find the programs helpful for staff training and for community use:

Five project tasks were completed. These are:

(1) Needs assessment--including literature review and formation of an advisory committee.

(2) Scripting and design--including decisions about content, style and format of the audiovisual programs and the printed study guide.

(3) Production--including audio tracks, music clearance, still photography, cinematography, graphics, film edit and final video assembly.

(4) Evaluation and field testing--including site selection and forms design.

(5) Dissemination--including logo design, informational brochures, attendance at professional meetings and national availability of delivered products.

E. Applicable Constraints

As is well-known, production of high quality audiovisual programs at a level of generality that offers the prospect of national usage, is an expensive undertaking. Price increases for materials and travel between the time the VINTAGE proposal was submitted to the U.S. Office of Education and the time of actual production forced more than the usual number of cost/quality/format trade-offs.

A second cluster of constraints is related to the subject matter of the VINTAGE programs. Through consultation with the project Advisory Committee and the more general needs assessment, it was found that there is disagreement on vocabulary words descriptive of the aging. For example, the expressions "seniors," "golden agers," and "older Americans," are not generally acceptable or popular. Another uncertainty is the definition of when is old. The Bureau of Labor Statistics calls employed persons over age 45 older workers. While the American Association for Retired Persons has a minimum age requirement of 55 years for membership and Social Security benefits most typically begin at age 65. This aspect of the politics of aging eventually became a subtopic in a VINTAGE program. Finally, aging has different contexts in different cultures; for example, the role and image of the aging among Orientals, Chicanos, Mormons, Native Americans, etc., is not the same. It was not possible to deal with all of these issues during the time allowed for content development in a 12-month project.

The third constraint has to do with time and funding limitations that make program evaluation almost impossible. The limited budget supports a modest level of staffing so that nearly the entire 12-month project period

is needed to develop and produce the video programs and study guide. Also, project funds support the development of only one copy of each program. Comprehensive evaluation in the field is thus never accomplished. Evaluation as to the ultimate uses of the programs in workshop and other settings and long-term impact of the programs on library staff development are beyond the scope of the VINTAGE project.

II. METHODS AND PROCEDURES

A. Content

Survey of the literature. Project staff began collecting literature and information some six months prior to actual project start-up. The staff reviewed materials on library services to the aging and the general literature on the demographic, social and other aspects of the aging process. Personal contacts were made with library personnel and with public and private agencies serving the aging to collect information for specific script topics. In addition, project staff attended a hearing on the nation's rural elderly conducted by Senator Frank Church with the staff of the U.S. Senate Special Committee on Aging, the Annual Conference of the Western Gerontological Society, and a workshop on "Legal Problems of Older Adults" conducted by the Senior Citizens Law Center of Denver. These contacts were valuable in defining the various library backgrounds of the target audience and the information needs recognized and expressed by library personnel and public and private agencies serving the aging, as well as in identifying library service programs for older people not found in the literature.

Examples of contacts made include the National Clearinghouse on Aging, American Association of Retired Persons/National Retired Teachers Association, National Council on the Aging, Davis Center for the Care and Study of the Aging (Denver), Colorado Congress of Seniors Organizations, Western Gerontological Society, and the Center for the Study of Aging and Human Development (Duke University). Numerous newsletters and journals were received and reviewed during the project period. A bibliography of useful materials is attached as Appendix A.

Advisory Committee. An Advisory Committee for the project including librarians, gerontologists and an older person was named and convened for an all day meeting in December 1977. A list of Advisory Committee members appears as Appendix B. The Committee role was to brainstorm with project staff, to input ideas on series design and, generally, on the topic of serving older people through libraries. Committee members suggested contacts that should be made, and appropriate literature items for review. They discussed the advantages and disadvantages of various design formats and shared their reactions to workshops and video materials which they had experienced. Later in the project year, Committee members reviewed draft scripts for the various VINTAGE programs, commented on the proposed name for the series, etc. Given the busy schedules and the distances from each other, the Committee functioned remarkably well by mail and telephone.

Field input. An informal network of librarians and social service professionals was also developed during the project year. Site visits to libraries, nursing homes, senior centers and local/regional organizations serving the aging provided staff with a feeling for the "real world" that greatly enhanced our understanding of settings and relationships.

Scripting. A list of tentative script topics appeared in the original proposal to the Office of Libraries and Learning Programs. This list was revised based on background reading and staff discussion. A list of "content bits" was also prepared; this included subject content that appeared to be important but which could not easily be clustered so as to make complete programs. These lists were sent to the Advisory Committee and to

persons in the informal network. Responses from these individuals then were used by staff to develop a final list of seven programs that included all of the content for which consensus about importance had been obtained.

All scripts except one were researched and written by project staff. A free-lance scriptwriter prepared one script; it was revised and edited by staff prior to production.

Several library and media personnel were contacted to determine the most appropriate format for the VINTAGE series, given the cost limitations. Opinions were also sought as to whether or not a mixed set, some videotapes and some slide/sound shows, would be acceptable to librarians. All persons contacted said that the mixed set would create no operational problems at libraries.

B. Production

The VINTAGE series format was developed by a careful analysis of several factors: cost, time needed for production, special content needs, software compatibility with existing playback hardware, and post production/dissemination/evaluation experience. These five areas of consideration helped shape the design of the VINTAGE series which includes five 3/4" color videotape programs, two 35mm slide/sound programs and a study guide covering the entire series. Of the five areas, three were of special significance.

Cost. Past experience enabled the project staff to draft a very realistic production budget which anticipated some inflation of production costs. However, from the time the initial budget was drafted until the time the contract was awarded and finally to the beginning of production,

costs for supplies and personnel had increased to a point where the initial budget would not completely cover the cost of the projected eight videotape programs. Of the eight program topics scheduled for production, the project staff determined that two of the programs would be ideally suited for slide/sound presentation. This type of production costs considerably less than videotape production, which also made it an attractive alternative. Another area of "dollar trading" involved the study guide. In producing the previous videotape series (ACCESS) the project staff learned that a well written, high quality study guide was an essential tool that enhanced the usefulness of the series. Because of the great expense in writing and preparing the study guide, the project staff decided that it was more appropriate to allocate funds to the production of the study guide than to the production of a sixth videotape. This cost vs. quality philosophy is evident in the overall high quality of all the VINTAGE materials.

Time. Within the contract period the largest block of time was devoted to content development. On a very simplified basis, 60 percent of the contract time was spent on content and 40 percent on production. By their nature, the videotape programs took a great deal of time to assemble. Integrating still photography, movie film and multi-voice audio requires a much larger manpower effort than the production of a slide/sound program. Also, field production was far more time consuming and costly than in-studio production. To produce the entire series, the project staff concluded that modifying a program to conform to a faster, more inexpensive format would be unacceptable. If, on the other hand, the content of a program could be just as effectively presented in a less time consuming and inexpensive format, that format would be used.

Content. The final series format could not be decided upon until the program subject areas were identified and researched. Once scriptwriting began, the project staff, especially those concerned with production, had a better idea of what form the final individual programs would take. Given past experience in program design, the scriptwriters began writing with an eye toward a particular presentation format. Two of the video programs were written and produced as a blend of slides, film, and voice-over sound. One video program employed a lip-synchronization sound because the project staff believed that the content would be better understood in that particular format. The two slide presentations were developed for two topic areas that lent themselves to the unique production capabilities of slide/sound programming. These two topic areas could have been produced on videotape with the same amount of information and audiovisual quality, but at three times the expense and twice the time! Finally, two of the video programs utilized a blend of slides, film and in-studio panelists. The panel format had been used successfully in the ACCESS series and was well received as a method of content presentation. By integrating slides and film into the panel shows the project staff found that viewer interest could be maintained and that the "talking head" style found in many shows of this type could be avoided. By utilizing carefully chosen panelists the project staff was able to present specific ideas and abstract concepts the might not have been presentable if tranferred to film or slides in a "documentary-style" format.

Production of individual programs. The first two programs that were produced (REACHING OUT, EMPLOYING OLDER WORKERS) utilized the ACCESS

format of combining 35mm color slides; 16mm silent, color film; and a multi-voiced, highly produced voice-over audio track. These three elements combined with an electronic character generator (for titling) were mixed together in a local commercial television studio on 2" quadruplex videotape.

The third program produced was BARRIER-FREE ACCESS. While the script for this program was under development it became apparent that, due to the specific visual requirements of the content, a slightly different production format would have to be used. To best display specific concepts and ideas of barreir free access it was decided that the use of 16mm lip-sync sound film would be an ideal medium to use. Using 16mm sound film exclusively is very expensive and requires a great number of hours spent in production. To balance out the time/budget/content problems a slightly modified format consisting of 16mm sound film, 35mm slides with voice-over narration was used. Both the film and slides with audio track were integrated together in the television studio and then were assembled on 2" videotape.

The fourth program, COMMUNITY COOPERATION, posed a new challenge. A great deal of time was spent in content development of this program. Once scriptwriting was under way several questions arose regarding how the content could best be presented. There were several problems: (1) Because the program was targeted for a large audience on a national basis many content suggestions might not apply or be useable by many viewers. (2) Though several good examples of community cooperation were available on a regional level, there were not enough programs to carry at least a 20 minute program. Given these problems the scriptwriters and project staff felt that a program with a film/slide opening detailing some community cooperation ideas followed by a panel of experts discussing their own projects

and by presentation of key problems isolated by the project staff would satisfy the content needs of the program.

The final videotaped program, WHAT IS OLD?, presented the problem of trying to combine information dispelling the myths and stereotypes of aging with information about the impact of library services to the aged and vice-versa. It would have been impossible to have a panel of needed size (eight people) at once in the studio. Even with a smaller panel the discussion might not have taken a direction desired by the project staff. To solve this problem, a format was created that interspersed slide/voice-over segments between a series of interviews with guests; each guest interview dealt with specific, project designed, discussion goals.

Two slide/sound programs dealing with LEGAL AND CONSUMER ISSUES and HEALTH were produced. These two programs, due to the high degree of specific content information, were judged by the project staff to be ideally suited for a slide/sound format. This type of format allowed a slower pace which would give the audience a greater opportunity to absorb content. Because many of the potential viewers of the series had access to videotape equipment as well as slide/sound equipment the project staff felt confident that producing two programs in a non-video format would present no problems.

Staffing and equipment. All production was done in-house; this maximized content control. The producer was responsible for hiring a crew which consisted of local freelance professionals and a student assistant. The crew consisted of a cinematographer, film editor and grip. The producer doubled as photographer, audio engineer and film director. All television

studio production was subcontracted with one of the local commercial facilities. Both professional and non-professional talent were used for on camera and narration work. In many instances members of a local senior acting group participated along with actual library staff. Production of the entire series was completed over a three and one-half month period.

With the exception of a 16mm single-system, sound movie camera, all the equipment used on the production was either held by DRI or the personal property of the crew. The only piece of equipment that was purchased was a high-grade cassette recorder that was used for content interviews and location (wild audio) recording.

All the 16mm film that was shot (both sound and silent) was Eastman Kodak Video News film. This film was chosen because of its good sensitivity to light and its excellent resolution when transferred to videotape. Because of budgetary limitations all the original film was edited for direct projection use. All the 35mm slide film was Kodak Ektachrome E-6. This film was chosen primarily because it could be processed by a local laboratory with a two hour turnaround time. All the audio tracks were assembled on 1/4" master tapes. The music used for all the programs came from a special music production library and was cleared for use.

Study Guide. The project staff viewed the development and production of a Study Guide as an extremely important component of the series. Working carefully with the graphics department, the staff discussed and evaluated several different design formats. A final design was sought that: (1) was well organized, (2) easily readable, (3) presented subject matter in a pleasing way, (4) reflected a high degree of professionalism.

As produced, the Study Guide includes supplemental information relating to each of the seven VINTAGE programs plus a general bibliography reflecting organizations and materials useful to those interested in all the VINTAGE topics. The introductory portion of the Study Guide provides general "how to" information for use of videotapes and slide/sound shows. The format for presentation of information about individual programs is a two page spread which includes the program objective, outline, suggested discussion topics, and a list of persons who participated in the program.

C. Evaluation

The general approach to field-testing was to select sites either where project Advisory Committee members were located or where librarians who participated in the programs were located or from which expressions of interest had been received. If any of these conditions could be met, project staff would have some assurance that a responsible person at each test site would have some knowledge of the project and its objectives.

An evaluation form (see Appendix C) was designed to obtain feedback on the quality and usefulness of the VINTAGE programs from organizations that field-tested one or all the programs in the series. There were, however, a number of problems in properly utilizing the evaluation forms. First, it is difficult to complete production and distribute programs for field testing within a single project year. Secondly, because project funds support the production of only one copy of each program in the series (for delivery to USOE), it was difficult to field-test the programs extensively.

Additionally, because of its relation to program content, the Study Guide could not be fully developed until all the programs were completed; this meant that the Study Guide was not printed until the last month of the project period. The result was that the programs were field-tested without the benefit of the Study Guide. Thus, in the field-test sites, the use of the content and the selection of audiences for the programs was sometimes inappropriate. Evaluation of the Study Guide was not possible during the project period.

Ruth Katz and Linda Elliott were invited by the media program director of the Gerontological Society to present the VINTAGE series at their annual meeting in San Francisco in November 1977. The series was scheduled for noon on the media program which had begun at 8:00 A.M. As a result, many of those attending the media program took a lunch break during the time the VINTAGE programs were aired. Nevertheless, those who were present, most of whom were not librarians, thought that the programs were excellent and several requested an opportunity to preview the series at the institutions they represented.

At the Mountain Plains Library Association annual meeting in Rapid City, South Dakota (October 1977) arrangements were made for showing the series to interested conference attendees. Those who saw the programs were relatively sophisticated in their knowledge of libraries (school district media person, state library representatives, university librarians, etc.) and voiced overall high praise for the programs.

The Nebraska Library Commission staff and regional librarians also field-tested the VINTAGE programs and reported that the programs

were excellent in production quality and very useful. A difference in this field-test was that direct contact had been made with the State Library Commission staff prior to their field-testing the series and they understood the content and appropriate uses of the programs.

Two informal showings of the series were held in Denver, after the conclusion of the project year. A diversified group attended these showings, including librarians, social workers, people working with the elderly, advocates for the elderly, and elderly persons themselves. The response to these showings was excellent and many have requested previews at their organizations.

D. Dissemination Activities

Throughout the project year, VINTAGE staff made an effort to disseminate information to their colleagues working in libraries and working with the aging. A one-page descriptive summary of the project was printed and widely distributed in response to inquiries and prior to site visits made by staff members.

Other dissemination activities are summarized below:

October 1976	Ruth Katz was an invited speaker at the Arizona Library Association convention.
November 1976	Staff attendance at the joint conference of the Mountain Plains Library Association and the Southwest Library Association.
February 1977	Staff attendance at the Midwinter meeting of the American Library Association.
June 1977	Attendance at annual meeting of the American Library Association.
July 1977	Ruth Katz spoke about VINTAGE at an open meeting sponsored by the University of Denver Council on Aging.

October 1977 Ruth Katz spoke to the Trustees and Citizens Section of the Colorado Library Association. The paper presented appears as Appendix D.

November 1977 VINTAGE showings at Mountain Plains Library Association convention.

November 1977 VINTAGE showings at the annual meeting of the Gerontological Society.

Many additional visits and informal discussions took place during the project year. The result was excellent distribution of project information and an unusual amount of support and input to the project from persons in the field. Ruth Katz continued to participate in many professional activities concerning library continuing education and staff development. During the project year, she was invited to serve on the Research Utilization Committee of the Western Gerontological Society and thus has brought library input into that organization.

Project deliverables will be widely available through the ERIC system and from the National Audiovisual Center.

III. RESULTS

The primary result of the project year is the total package of VINTAGE programs.

Five of the programs were produced as 3/4-inch color video cassettes. These are:

What is Old? Implications for Library Services (overview program, 30 minutes)
Barrier-Free Access (20 minutes)
Employing Older Workers (15 minutes)
Community Cooperation (30 minutes)
Reaching Out: Service Beyond the Library (20 minutes)

Two of the programs were produced as slide/tape shows designed for playback on automatic projectors. These programs are:

Library Services to Seniors: Legal & Consumer Issues (20 minutes)
Library Services to Seniors: Health (15 minutes)

A printed study guide supplements the audiovisual programs.

IV. CONCLUSIONS

The following are conclusions reached by staff during the project period.

1. There is an ongoing need for continuing education and staff development materials produced at a high enough level of generality to be useful at more than the local level.

2. Librarians are not always knowledgeable advisors for and critics of continuing education software. It is difficult to find library people to read scripts for their content only and it is equally difficult to find reviewers of the packaged programs who can really keep in mind the target audience to which the program is directed, the specific program objectives and the cost-quality trade-offs that have been made. People with mass communications or educational media backgrounds are generally more helpful as reviewers.

3. Projects which involve research, design and production and field-testing of relatively sophisticated software cannot be completed in 12 calendar months.

4. In developing script content, literature search must be supplemented with site visits, telephone contacts and public relations efforts which let people know that a project is under way and that their help is needed.

5. A study guide or other printed materials greatly facilitate the use of audiovisual packages in typical continuing education and staff development settings.

V. RECOMMENDATIONS

Current production and distribution of software and supporting materials for use in library continuing education and staff development is largely a locally focused, fragmented effort and much of the library community is not aware of available software or of its effectiveness, uses and cost. Therefore, we recommend that:

1. The need for a software clearinghouse for library continuing education materials be studied.

2. The use of telecommunications to deliver library continuing education materials and training be studied.

3. Regional centers of production excellence be designated and funded so that production of audio/video packages for continuing education can be accumulated more rapidly than has thus far been possible.

APPENDIX A
BIBLIOGRAPHY

This is a selected listing of books, journal articles, reports, and other materials that have been found useful in developing content for the series.

"Ageism in Children's Books." Theme issue. Interracial Books for Children Bulletin, 7 (November 1976).

Reports on a recent study of 590 children's picture books which were analyzed for ageism stereotyping in storyline, character development, and depiction of older people. The books analyzed came from an actual public library collection.

All-University Gerontology Center, Syracuse University. Background to Aging. A Partial List of Educational Resources on Aging. Syracuse, NY: Syracuse University, 1975.

American Association of Retired Persons/National Retired Teachers Association, 1909 K Street, N.W., Washington, D.C. 20006.

American National Standards Institute. American National Standard Specifications for Making Buildings and Facilities Accessible to, and Useable by, the Physically Handicapped ANSI - A117.1 - 1961. New York: 1961, 1971.

The voluntary national standard that establishes minimum design requirements for eliminating architectural barriers that block access to public buildings and facilities.

Atchley, Robert C. The Sociology of Retirement. New York: John Wiley & Sons, 1976.

Discusses retirement from a historical perspective, the social and psychological effects of retirement on the individual, and the research needs in this area.

Bednar, Michael J., ed. Barrier-Free Environments. Stroudsburg, PA: Dowden, Hutchinson and Ross, Inc., 1977. Community Development Series, Volume 33. Contains chapter on planning for the elderly.

Carlson, Lawrence O. A Demonstration Pilot Project of Comprehensive Library Services for the Aged in Selected Communities in Kentucky (NRTA/AARP Kentucky Library Project) Final Report - Phase I. Washington, D.C.: Institute of Lifetime Learning, National Retired Teachers Association/American Association of Retired Persons, 1973.

This project was funded by the Bureau of Libraries and Learning Resources, U.S. Office of Education. The "Casebook of Library Programs for Older Americans" and the selected annotated bibliography on "The public library and the senior citizen" have been especially useful in locating programs that have been tried by libraries.

Center for the Study of Aging and Human Development, Duke University, Durham, NC 27710.

Comfort, Alex. A Good Age. New York: Crown, 1976.
One gerontologist's view of society's attitudes about the aging process and the way society treats older people. Distinguishes between the biological effect of aging and the effect of social roles imposed on people because of chronological age.

Cotler, Stephen R., and Alfred H. DeGraff. Architectural Accessibility for the Disabled of College Campuses. Albany, NY: State University Construction Fund, 1976.

Croneberger, Robert, Michele Kapecky, and Carolyn Luck. The Library as a Community Information and Referral Service. Public Library Training Institutes Library Service Guide No. 8. Morehead, KY: Morehead State University, Appalachian Adult Education Center, 1975.

Curtin, Sharon R. Nobody Ever Died of Old Age. Boston, MA: Little, Brown, 1972.
A geriatric nurse compares society's treatment of the elderly in an urban area with her observation of the way older people are treated in a Wyoming rural community.

Davis, Richard H. Aging: Prospects and Issues. Revised edition. University of Southern California Press: 1974.
An overview of the multiple aspects of gerontology covering the physical, psychological, and sociological perspectives on aging.

Ethel Percy Andrus Gerontology Center, University of Southern California, University Park, Los Angeles, CA 90007.

Ethel Percy Andrus Gerontology Center. About Aging: A Catalog of Films. Los Angeles: University of Southern California, 1974.

Ethel Percy Andrus Gerontology Center. "Releasing the Potential of the Older Volunteer." Los Angeles: University of Southern California, 1976.

Federal Council on the Aging. Annual Report to the President--1976.
The Council's findings and recommendations to the President which he in turn transmits to Congress together with his findings and recommendations.

Fraser, Virginia, and Susan Thomas. The New Elders: Innovative Programs by, for, and about the Elderly. Denver, CO: Loretto Heights College, 1977.
Capsule descriptions of 50 new programs for the elderly involving a variety of community agencies.

Hendricks, Jon, and C. Davis Hendricks. Aging in Mass Society. Cambridge, MA: Winthrop, 1977.

A university-level textbook and good general introduction to topics on aging.

Heyman, Dorothy, ed. Legal Problems of the Elderly. Durham, NC: Center for the Study of Aging and Human Development, Duke University.

Hunter, Woodrow W. Preparation for Retirement. 3rd edition. Ann Arbor, MI: Institute of Gerontology, The University of Michigan-Wayne State University, 1976.

A teaching manual for pre-retirement training classes, also useful for the general reader. Includes financial planning, living arrangements, using time, health, and legal affairs. Lists additional readings and activities on each topic.

Institute of Gerontology, University of Michigan-Wayne State University, Ann Arbor, MI 48109.

Institute of Gerontology, University of Michigan. Media Resources on Aging. Ann Arbor, MI: The Institute, 1977.

Kanner, Elliott E. "The Impact of Gerontological Concepts on Principles of Librarianship." Ph.D. dissertation. The University of Wisconsin, 1972.

An analysis of the rate at which ideas and research information were introduced from gerontology to librarianship between 1946 and 1969.

Kliment, Stephen A. Into the Mainstream: A Syllabus for a Barrier Free Environment. Washington, D.C.: American Institute of Architects and the Rehabilitation Services Administration, U.S. Department of Health, Education and Welfare, 1975.

Summarizes the major problems in barrier-free design of public buildings. Excellent annotated list of sources for further reading, audiovisual resources, resource organizations, and a checklist for building barriers.

Kostka, Dorothy. Freedom after Fifty. Denver, CO: Golden Bell Press, 1976.

A selection of newspaper columns by the author originally published in The Denver Post. Personal vignettes, true stories, and informational articles illustrate some life situations and concerns of older people. The author is a member of the project's Advisory Committee.

Laging, Barbara. "Furniture Design for the Elderly." Rehabilitation Literature, 27 (May 1966), pp. 130-140.
Discusses design features that make furniture easier for older people to use. Focuses on the basic features of chair design for older people.

Lawton, M. Powell, and Thomas Byerts. Community Planning for the Elderly. Prepared by the Gerontological Society for the U.S. Department of Housing and Urban Development. Washington, D.C.: 1974. [NTIS - PB 232-000]
Summarizes current knowledge about biological, psychological and social capacities of older people and suggests alternative types of housing and community services geared to these factors.

Legal Research and Services for the Elderly. "The Law and Aging Manual." Washington, D.C.: National Council of Senior Citizens, July 1976.

Lehmann, Virginia. "You, the Law, and Retirement." Revised edition. Washington, D.C.: U.S. Department of Health, Education, and Welfare, 1975. [HEW publication No. (OHD) 75-20800]

Margolius, Sidney. The Aging Consumer. Ann Arbor, MI: Institute of Gerontology, University of Michigan, 1969.

National Commission on Libraries and Information Science. Library and Information Service Needs of the Nation: Proceedings of a Conference on the Needs of Occupational, Ethnic, and Other Groups in the United States. Washington, D.C.: Government Printing Office, 1974.

The National Council on the Aging, Inc., 1828 L Street, N.W., Washington, D.C. 20036. Syracuse University, All-University Gerontology Center, Syracuse, NY 13210.

National Council on the Aging, Inc. Aging in America: Implications for Society. Washington, D.C.: 1976.

National Survey of Library Services to the Aging. Phase One and Phase Two. Final Reports. Cleveland Public Library: December 1972.
The study performed by management consultants, Booz, Allen and Hamilton, for the Cleveland Public Library and funded by a grant from the U.S. Office of Education, Bureau of Libraries and Educational Technology surveyed 1,300 public libraries that serve communities of 25,000 population and greater about services for the aging. About 20 percent of the 800 responding libraries provided some services that fit the definition of the survey.

Northeastern Colorado Council of Governments. Regional Senior Citizens Needs Survey. Sterling, CO: January 1976.

The report of a comprehensive needs assessment survey of senior citizens in a rural, six-county region. Chapter 4 on library services covers library usage and reading matter preferences.

Oyer, Herbert J., and E. Jane. Aging and Communication. University Park Press, 1976.

A comprehensive set of discussions dealing with the importance of communication with older people.

Pastalan, Leon A. "How the Elderly Negotiate Their Environment." Paper prepared for Environment and the Aged: A Working Conference on Behavioral Research, Utilization, and Environmental Policy. San Juan, P.R., December 17-20, 1971. (Mimeographed)

Discusses ways of organizing spatial environments to make them easier for elderly to use and to avoid sensory deprivation in the environment.

Pastalan, Leon A. "Medium and Smaller Cities." Institute of Gerontology, University of Michigan-Wayne State University. (Mimeographed)

A subjective analysis of general statistics relating to smaller cities and the quality of life. Comparison of smaller cities to urban areas and the quality of services available.

People Are Asking About Displaying the Symbol of Access. Pamphlet issued by the National Easter Seal Society for Crippled Children and Adults. No Date.

Outlines the general criteria used in evaluating specific types of public buildings for minimum accessibility by the handicapped.

Phinney, Eleanor, issue ed. Library Trends, 21 (January 1973). Theme issue on "Library Services to the Aging."

A history and state-of-the-art review by several librarians recognized in this special field.

Portnoy, Richard. The Aged and Their Families. Exchange Bibliography #914. Monticello, IL: The Council of Planning Librarians, 1975.

A list of articles, books, and government publications on the familiar relationships of older people. No annotations.

Rawles, Beverly. Bookmobile Service: Moving the Library to Disadvantaged Adults. Public Library Training Institutes Library Service Guide No. 21. Morehead, KY: Morehead State University, Appalachian Adult Education Center, 1975.

Reed, Mary Jane, and Susan Kay Schmidt. Books by Mail Services: Moving the Library to Disadvantaged Adults. Public Library Training Institutes Library Service Guide No. 6. Morehead, KY: Morehead State University, Appalachian Adult Education Center, 1974.

Rockstein, Morris, and Marvin L. Sussman, eds. Nutrition, Longevity, and Aging. New York: Academic Press, 1976.

Rossiter, Andrew and Eve Lee. Library Services for the Aging: Participants Manual. Center for Research and Education, Denver, for the Central Colorado Public Library System. Denver, CO: June 1974.
A participant's manual for a workshop on library services for the aging which uses situational problem-solving, and simulation to stimulate discussion on the topic.

Rulander, Elizabeth. Expanding Library Services to the Elderly. Public Training Institutes Library Service Guide No. 22. Revised. Morehead, KY: Morehead State University, Appalachian Adult Education Center, 1975. [ED 111 412]
How to plan, organize and implement services for older people with some specific program ideas suggested.

Schmidt, Leslyn, issue ed. "Library Services to the Aging." Theme issue, AHIL Quarterly, 12 (Spring-Summer 1972).
Contains report by the American Library Association's delegate to the 1970 White House Conference on Aging as well as several brief articles on various public and institutional library services for the elderly.

Steinfeld, Edward, et al. Interim Report: Barrier Free Access to the Man-Made Environment: A Review of Current Literature. Washington, D.C.: U.S. Department of Housing and Urban Development, Office of Policy Development and Research, Community Design Research, 1975.
State-of-the-art summary on barrier-free building design compiled from written material on the topic.

Trojan, Judith. Aging, A Filmography. New York: Educational Film Library Association, 1974.

United Nations. The Aging: Trends and Policies. New York: 1975, 103 pp.
A report of the Expert Group Meeting May 6-17, 1974 on the conditions and needs of the elderly and suggested guidelines for national policies and international action.

U.S. Department of Commerce, Bureau of the Census. Demographic Aspects of Aging and the Older Population in the United States, by Jacob S. Siegal. Current Population Reports, Special Studies Series P23, Number 59. Washington, D.C.: Government Printing Office, May 1976.
An in-depth analysis of data from the 1970 census with population estimates for 1975 and projections of the older population into the early decades of the next century.

U.S. Department of Health, Education and Welfare, Public Health Service, Health Resources Administration, National Center for Health Statistics. Limitation of Activity and Mobility Due to Chronic Conditions, United States, 1972. Data from the National Health Survey, Series 10, Number 96. Washington, D.C.: Government Printing Office, November 1974.

Statistics by age, sex, color, family income, living arrangements, geographic region, and place of residence. Based on data collected in household interviews during 1972.

U.S. Department of Health, Education and Welfare, Public Health Service, Health Resources Administration, National Center for Health Statistics. Prevalence of Selected Impairments, United States - 1971. Data from the National Health Survey, Series 10, Number 99. Washington, D.C.: Government Printing Office, May 1975.

Statistics on the prevalence of impairments involving vision, hearing, speech, paralysis, absence of extremities, and orthopedic defects by type, site, and etiology. Distributed by age, sex, color, family income, education of family head, usual activity status, place of residence, geographic region, and associated chronic activity limitation. Based on data collected in the Health Interview Survey during 1971.

U.S. Department of Housing and Urban Development, Library and Information Division. The Built Environment for the Elderly and the Handicapped: A Bibliography. Washington, D.C.: Government Printing Office, June 1971.

An annotated list of written materials, organizations, and directory of periodicals on aging. Includes chapters on retirement and income, the housing situation, general problems of aging, and design of specific kinds of buildings for the elderly and the handicapped.

U.S. Department of Housing and Urban Development, Office of Policy Development and Research. Barrier Free Site Design, by the American Society of Landscape Architects Foundation. Washington, D.C.: Government Printing Office, 1975.

Points out the problems of barrier-free design in the outside environment covering transportation, walkways, parking, grading of site, ramp construction, and traffic control. Summarizes current laws of each state related to barrier-free design in table form.

U.S. Department of Labor, Bureau of Labor Statistics. "Working With Older People," Occupational Outlook Quarterly, 20 (Fall 1976).

Explores some of the positions open to people concerned with the welfare of the elderly and interested in community based work. Useful introduction to the agencies concerned with the aging.

Whalen, Lucille. Information Needs of Persons Working with the Aging. Albany, NY: State University of New York, School of Library Science, 1976.

White House Conference on Aging, 1971. Toward a National Policy on Aging: Final Report. 2 Volumes. Washington, D.C.: Government Printing Office, 1972.

A summary of the presentations made by delegates to the conference and the recommendations for action emerging from their discussions.

Woodruff, Diana, and James Birren, eds. Aging: Scientific Perspectives and Social Issues. New York: Van Nostrand, 1975.

Collection of essays on various aspects of aging by acknowledged experts.

APPENDIX B
ADVISORY COMMITTEE
LIBRARY SERVICES AND OLDER PEOPLE

Dr. Israel Dieppa, Dean
Graduate School of Social Work
Arizona State University
Tempe, AZ 85281

Ms. Jeanne Goodrich, Director
Idaho Falls Public Library
Idaho Falls, ID 83401

Dr. Edith Sherman
Graduate School of Social Work
University of Denver
Denver, CO 80208

Ms. Maryellen Brubaker, Director
Cortez Public Library
802 East Montezuma
Cortez, CO 81321

Ms. Yvonne Romero, Librarian
Costilla County Public Library
P.O. Box 1
San Luis, CO 81152

Dorothy (Mrs. William J.) Kostka
1090 Lafayette
Denver, CO 80218

APPENDIX C
PROGRAM EVALUATION FORM

APPENDIX D

IMPLICATIONS OF THE HANDICAPPED ACT: SERVICES TO THE AGING*

Ruth M. Katz** (Denver Research Institute)

Many people are now talking about the recently approved regulations implementing the "handicapped act."[1] The act is, in effect, Section 504 of the Rehabilitation Act of 1973 (Public Law 93-112). The regulations refer to individuals who have a physical or mental impairment which substantially limits a major life activity and which, until now, may have prevented these individuals from assuming their role as full and independent citizens.

Subpart C of the regulations deals with program accessibility. It specifies that:

- All new facilities must be constructed so as to be readily accessible to and useable by handicapped persons.
- Every existing facility need not be made physically accessible, but all recipients of federal funds must ensure that programs conducted in those facilities are made accessible, e.g., by home visits or by arranging meetings in accessible locations.

The regulations apply to three major classes of recipients: (1) preschool, elementary and secondary education, (2) post secondary education, and (3) health, welfare and other social service programs. Subparts of the regulations are specific to each recipient category. Although these regulations are similar to those of other civil rights actions in that they apply to places employing 15 or more persons, small libraries should not assume that they are exempted from responsibility. Public libraries are part of municipal government; if the total employment of the municipality exceeds 15 persons, the regulations probably apply to all its sub-units. Similarly, a library in an academic setting would be seen as a sub-unit of the college in which it is located.

A brief and clearly worded explanation of the regulations implementing Section 504 is available as a "Fact Sheet" from the Office of Civil Rights of the U.S. Department of HEW.[2] These should be available from all federal regional offices.

Before we see how these newly implemented regulations affect library services to the aging, let's consider a few facts about older

---

*Notes from a presentation made to the Trustees and Citizens Section, Colorado Library Association, October 17, 1977.

**With considerable help from Sara Moore.

people. We should also note the confusion about what is "old?" The Bureau of Labor Statistics refers to employed persons over age 45 as "older workers." The American Association of Retired Persons accepts as members persons who are 55 years of age or more. And, social security and most other retirement systems have generally defined 65 years as the point of mandatory retirement.

Some facts about older people as gleaned from the literature:

- about 10% of the U.S. population were age 65 or over in 1975. This is expected to increase to 12% by the year 2000;
- based on the 1970 census, only 4.8% of persons over age 65 were residents of any long-care institution. Even among those 75 years or over, only 9.2% were residents in institutions;
- about 80% of the elderly (over 65) are healthy enough to engage in their normal activities;
- the majority of older people are not set in their ways and unable to change, nor are they socially isolated and lonely;
- more than 75% of older people are working or would like to have some kind of work (paid or volunteer) to do;
- physical strength does tend to decline in old age and various aspects of vision, hearing, and touch also tend to decline.

Much of the above information comes from the National Council on the Aging (NCOA) which, in 1974, commissioned Louis Hams and Associates to conduct a national survey to document the public's attitude toward aging and its perceptions of what it is like to be old in America today. The full report is available,[3] as is a series of monographs, each written by a prominent author and each summarizing a particular aspect of the study with discussion of program and policy issues of major interest to the field of aging.[4]

Librarians may be especially interested in the NCOA monograph that is concerned with service providers. It points out that, for older adults to be well-served, services must be available, accessible, adequate and acceptable. Availability is a problem, especially in rural areas. Even when services are to some extent available in a given geographic area, it does not mean that they are accessible. Transportation may be lacking and information may be lacking. Ignorance of available

resources and how to obtain them is a barrier to access. Standards of service are lacking; services can be inadequate in terms of both quality and quantity. Finally, if services are to be both used and effective, they must be acceptable to the individuals who need them. Matching services to the needs of individuals is of critical importance.

Library services to the aging, especially to those who may be handicapped, will most commonly take the form of:

(1) access to the library building and to programs and services equivalent to those that occur in the building;

(2) help for the visually and hearing-impaired;

(3) help for the non-English speaking and for those who are illiterate in their native language; and

(4) information about topics of special concern to the elderly and to those who care for them.

From another perspective libraries can be said to have three distinct services roles with respect to the aging, some of whom may be handicapped. First, there are direct services to the aging, including:

- materials for leisure reading and viewing
- information on topics of concern
- service to the homebound and institutionalized
- involvement of older people as employees and volunteers
- facilitating access to the building
- provision of large print materials, extra lamps, magnifiers, quiet reading/viewing areas, etc.

Secondly, the library can provide services to other social service agencies. For example, librarians can document all services in the community (e.g., foster grandparents, visiting nurse associations, green thumb, nutrition programs) and create a centrally located resource file. If feasible, librarians may also want to centralize professional collections in a particular community. Especially in rural areas, social workers, nurses, counselors and other service providers are often without ready access to professional colleague groups and to reading materials in their fields of interest.

Thirdly, librarians can provide services to decision-makers such as advocates for the aged, corporate directors of personnel, elected officials, etc. In a survey done by the Andrus Gerontology Center at the University of Southern California, decision-makers say their most important information needs (regarding the middle aged and elderly) are about programs and services for the aged, the problems and needs of older people and demographic statistics describing the elderly population.[5]

For Colorado librarians who want to keep up with news, legislation, and research concerning the aging, some basic publications are Senior Edition,[6] The Mountain Plains Seniors Gazette,[7] Aging,[8] and The Gerontologist.[9]

Basic reading about library services to the aging includes the Phase I and Phase II reports from the Cleveland Public Library Project.[10,11] This project surveyed the scope of library services public libraries were giving to persons over 65 years of age. It looked at the extent of services, the financing of services and the organizational and staff support for services. Among the recommendations made were special recognition of the aging in library legislation and organization and coordination of services to the aging as a discrete program of library agencies.

Other excellent reading is found in the January 1973 issue of Library Trends.[12] The issue theme is "Library Services to the Aging." The 1974 report on "Library and Information Service Needs of the Nation" issued by the National Commission on Libraries and Information Science is also helpful.[13] It includes chapters about the needs of aging Americans and of the geographically remote. The Committee on Library Services to an Aging Population of ALA's Reference and Adult Services Division prepared "Guidelines for Library Services to an Aging Population." These appeared in the Spring 1975 issue of RQ.[14]

A current project on the topic of library and information services to older people is nearing completion at the Denver Research Institute (DRI). Through funding from the U.S. Office of Education, DRI is producing six videotapes and two slide/tape shows designed for librarians working in small and medium-sized libraries and for these librarians to use with volunteers, community groups and other service agencies. Topics include: barrier-free access, community cooperation, information sources and programs about health/nutrition and about legal/consumer issues and extension services. Production of these programs will be completed in December 1977.

REFERENCES

[1]"Nondiscrimination on Basis of Handicap. Programs and Activities Receiving or Benefiting from Federal Financial Assistance," CFR 45, Subtitle A, Part 84. Regulations implementing Section 504 of the Rehabilitation Act of 1973. Federal Register, Vol. 42, No. 86. May 4, 1977. Part IV. pp. 22676-702.

[2]U.S. Department of Health, Education and Welfare, Office for Civil Rights. Section 504 of the Rehabilitation Act of 1973. Fact Sheet. Washington, D.C. July 1977. 8 p.

[3, 4]National Council on the Aging, Inc. "The Myth and Reality of Aging in America, 1975." Available from NCOA, Suite 504, 1828 L Street, N.W., Washington, D.C. 20036. $9.00. Also available from NCOA are a series of monographs focusing on particular aspects of the Louis Hams and Associates survey. This series of 10 monographs is entitled: Aging in America: Implications for Service Providers, Society, Education, Mass Media, Federal Policy, The Black Aged, Women, State Policy, Employment, Research. Each monograph $1.65.

[5]University of Southern California. Andrus Gerontology Center. "Social and Cultural Contexts of Aging." Decision-maker Survey Report. March 1977. 10 p. (Contact: Office of Dissemination at the Center, Los Angeles, CA 90007).

[6]Senior Edition and Colorado Old Times published monthly by Senior Edition, Inc., 1578 Humboldt St., Denver, CO 80218. Annual subscription $2.50.

[7]Mountain Plains Seniors' Gazette. Published monthly by Mountain Plains Congress of Senior Organizations, 431 West Colfax Avenue, Suite 2A, Denver, CO 80204. Available without charge.

[8]Aging. Published by U.S. Department of Health, Education and Welfare. Administration on Aging, National Clearinghouse on Aging. Available at $5.05 per year from Superintendent of Documents, Washington, D.C. 20402.

[9]The Gerontologist. Published bimonthly by the Gerontological Society, One DuPont Circle, Washington, D.C. 20036. Annual subscription $20.00.

[10]Cleveland Public Library. National Survey of Library Service to the Aging. Phase I. Final Report. December 1971. 272 p. (ED 067-521).

[11]_____ Phase II. Final Report. December 1972. 98 p. (ED 072-835).

[12]Library Services to the Aging. Library Trends 21 (January 1973). Eleanor Phinney, Issue Editor.

[13]National Commission on Libraries and Information Science. Library and Information Service Needs of the Nation. Proceedings of a Conference on the Needs of Occupational, Ethnic and Other Groups in the United States. Washington, D.C. 1974. Includes chapters on Needs of Aging Americans (pp. 162-170) and Needs of the Geographically Remote (pp. 171-190).

[14]"Guidelines for Library Services to an Aging Population." RQ. 14:3 Spring 1975, pp. 237-239.